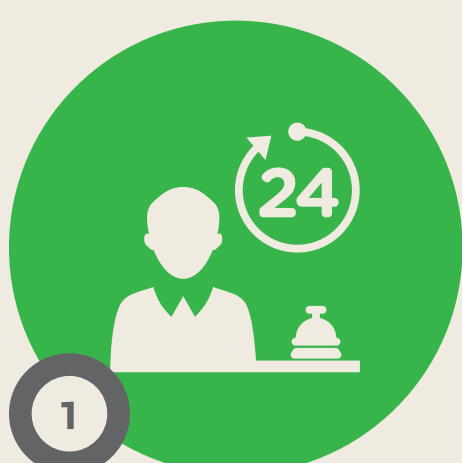


Important information for our guests
related to safety at our properties
during the Covid-19 Pandemic



1

CAMPSITE STAFF

- Follow the guidelines and recommendations of local authorities.
- Disinfect and wash hands regularly.
- Staff provided with facialmask and gloves.
- All Maistra's campsites have been provided with information about COVID-19 and detailed management.



2

CHECK IN

- Online registration available to guests by e-mail before arrival.
- Detailed information for guests concerning COVID-19 measures at the campsite.
- Limitation of the number of guests at the reception.
- Hand sanitiser at the property entrance and front desk.



4

RESTAURANTS & BARS

- Hand disinfection at the entrance of restaurants and bars.
- Tables arranged to ensure a prescribed social distancing.
- Disinfection of tables after each guest including all items on the table.
- Ventilation of the F&B outlets several times per day.
- All employees are trained for safe and hygienic food preparation and service practices.



3

ACCOMODATION UNIT

- New cleaning plans that involve disinfection of all surfaces and areas.
- Special attention given to disinfecting frequently touched surfaces after cleaning in mobile homes.
- Linens will be changed on request (in case the guest does not want the mobile home serviced during their stay).
- Cleaners will wear gloves and masks.



5

COMMON AREAS

- Intensified cleaning, disinfection and ventilation of public sanitary facilities every two hours (and more often if necessary).
- Limitation of the use of sanitary facilities in accordance with the size and prescribed sanitary conditions.
- Cleaning and disinfecting frequently touched objects and surfaces.
- Special attention given to disinfecting frequently touched surfaces in sanitary blocks.
- Detailed handwashing instructions placed in all public toilets and sanitary blocks.
- Cleaning record visible to guests in all public toilets.



6

BEACH & POOLS

- Staff provided with facemasks and gloves
- Massage room and common areas frequently disinfected
- Frequently touched objects and surfaces with disinfection plan
- Pools and beaches ensure social distancing with sun lounges division plan
- Sun lounges disinfected for each new guest

**Dear Guests,
to help us keeping you and
our staff safe, please follow
the guidelines and
recommendations of the
authorities**

- Wash your hands regularly with soap and water or use an alcohol-based disinfectant.
- When coughing and sneezing, cover your mouth and nose with your elbow or tissue paper that you later discard into the trashcan and wash your hands.
- Avoid touching your face, mouth, nose and eyes.
- Avoid close contact with sick people who exhibit symptoms of fever, cough and / or shortness of breath.
- Avoid handshaking and close conversation - maintain social distancing (min 1,5 m).
- Should you notice symptoms of fever, cough and / or shortness of breath, please call our reception from your room.



COVID-19 Prevention and Control

Dear Guests,

We have taken specific measures to ensure you have a healthy and happy stay with us.

The safety of our guests and associates has always been a priority for Maistra and especially today in the context of the COVID-19 pandemic.

Reception

- ✓ Online registration available to guests by e-mail before arrival.
 - ✓ Detailed information for guests concerning COVID-19 measures at the campsite.
 - ✓ Limitation of the number of guests at the reception.
 - ✓ Social distancing in the reception area.
 - ✓ Hand sanitiser at the property entrance and front desk.
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Restaurants & Bars

- ✓ Hand disinfection at the entrance of restaurants and bars.
 - ✓ Tables arranged in a way to facilitate social distancing between guests.
 - ✓ Disinfection of tables after each guest including all items on the table.
 - ✓ Ventilation of the restaurant and bar after each serving.
 - ✓ Staff adheres to good personal hygiene practices (frequent handwashing, cough hygiene).
 - ✓ All employees are trained for safe and hygienic food preparation and service practices.
 - ✓ Maistra conducts self-inspection using the company's food safety standards as guidelines.
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Housekeeping

- ✓ Implementation of the new cleaning plans that involve disinfection of all surfaces and areas.
 - ✓ Intensified cleaning, disinfection and ventilation of public sanitary facilities every two hours (and more often if necessary).
 - ✓ Limitation of the use of sanitary facilities in accordance with the size and prescribed sanitary conditions.
 - ✓ Linens will be changed on request (in case the guest does not want the mobile home serviced during their stay).
 - ✓ Cleaners will wear gloves and masks.
 - ✓ Special attention given to disinfecting frequently touched surfaces after cleaning in mobile homes and sanitary blocks.
 - ✓ In public areas and reception, cleaning and disinfecting frequently touched objects and surfaces.
 - ✓ Detailed handwashing instructions placed in all public toilets and sanitary blocks.
 - ✓ Cleaning record visible to guests in all public toilets.
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Operational activities

- ✓ We follow the guidelines and recommendations of local authorities:
<https://www.hzjz.hr/sluzba-epidemiologija-zarazne-bolesti/koronavirus-najnovije-preporuke/>
 - ✓ Wash your hands regularly with soap and water or use an alcohol-based disinfectant,
 - ✓ When coughing and sneezing, cover your mouth and nose with your elbow or tissue paper that you later discard into the trashcan and wash your hands,
 - ✓ Avoid touching your face, mouth, nose and eyes,
 - ✓ Avoid close contact with sick people who exhibit symptoms of fever, cough and / or shortness of breath,
 - ✓ All employees should stay home if they are sick, call your chosen doctor and avoid going to a health care facility unless your doctor advised you to do that,
 - ✓ Avoid handshaking and close conversation - maintain social distancing.
 - ✓ We monitor the employees' body temperature by contactless thermometer every day when they arrive to work. We keep records of temperature measurements to ensure the safety and health of our staff at all times.
 - ✓ We have a defined procedure in case of coronavirus in one of our campsites with all the SOPs and contact numbers (<https://www.hzjz.hr/sluzba-epidemiologija-zarazne-bolesti/postu-panje-zdravstvenih-djelatnika-u-slucaju-postavljanja-sumnje-na-novi-koronavirus-2019-ncov/>).
 - ✓ All employees are provided with facemasks and gloves.
 - ✓ All Maistra properties have been provided with information about COVID-19 and detailed management instructions.
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